GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:127
ANSWERED ON:27.10.2008
NATIONAL DO NOT CALL REGISTRY
Nahata Smt. P. Jaya Prada

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Department of Telecommunications has laid down guidelines to be followed by Service Providers of mobile phones regarding services to subscribers registered with ``National Do Not Call Registry`` ;

(b) if so, the details thereof;

(c) whether the subscribers are facing continued inconvenience due to violation of the said norms by the Service Providers;

(d) if so, the details thereof; and

(e) the remedial action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 127 FOR 27TH OCTOBER, 2008 REGARDING "NATIONAL DO NOT CALL REGISTRY".

(a) & (b) Yes, Sir. In June, 2007 Department of Telecommunications issued guidelines for Telemarketing registration. In order to curb the Unsolicited Commercial Communication (UCC), Telecom Regulatory Authority of India (TRAI) has also issued "The Telecom Unsolicited Commercial Communications Regulations, 2007" on 5th June, 2007 and its amendment "The Telecom Unsolicited Commercial Communications (Amendment) Regulations, 2008" dated 17th March, 2008. The National Do Not Call (NDNC) Registry came into operation with effect from 12th October, 2007. The subscribers who do not want to receive UCC can register their telephone numbers at this Registry. All the registered telemarketers before making telemarketing calls are required to submit / upload the list of telephone numbers, which they want to call for telemarketing purpose to the NDNC. The NDNC deletes the telephone numbers of the subscribers who are already registered with the NDNC from this list and returns the clean list to the telemarketers for calling.

(c) to (e) Sir, during last one year, there has been a significant reduction in the number of telemarketing calls to the registered subscribers of NDNC Registry. There are around 18.68 million telephone subscribers, who have opted to register in the NDNC Registry. As per the data provided by TRAI, average number of complaints received by service providers from the registered subscriber numbers in NDNC is only 0.44%. Recently on 19th September, 2008, DoT has further issued instructions to all the access service licensees to give wide publicity to the facility of NDNC registry and ensure compliance of existing instructions regarding disconnection of telecom resources to the unregistered telemarketers.